

INFORMATION AND ASSISTANCE FOLLOW-UP POLICY

Effective Date: August 1, 2008

State Approved Date: August 29, 2008

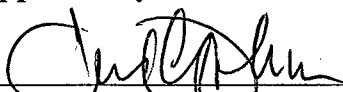
Policy:

It is the policy of the ADRC of St. Croix County that Information and Assistance (I&A) contacts will be documented and tracked through BEACON. The documentation will assist in determining if follow-up contacts are needed. The AIRS Standards for Professional Information and Referral will be used as a foundation for providing follow-up contacts.

Procedure:

1. Follow-up contacts may be merited under several scenarios, such as:
 - An individual makes a request for follow-up contact or assistance.
 - The person making the inquiry may have multiple concerns which cannot be reasonably accomplished in one contact/visit.
 - The referral service is new or has been inconsistent in their responses in the past.
 - Basic needs have been requested (food, shelter, clothing) and the situation appears to be stretching the person to their capacity.
 - There are safety concerns.
 - Collateral contacts need to be made.
 - An application needs to be submitted by or on behalf of the individual.
 - There has been a history of problems with an organization to which the ADRC is making a referral.
 - A person appears unable to proceed with the information independently.
 - A person is unsure, upset or disappointed.
2. Follow-up contact will not be made when:
 - The conversation is brief and specific, as in a request for a phone number or a simple referral.
 - When the customer has clearly indicated that they do not wish to have follow-up or additional contact, unless there are significant safety concerns.
3. As with all ADRC services, respect, confidentiality and consideration are essential in providing quality follow-up contacts.
4. The need for a follow-up contact will be noted on the ADRC contact form. The date the follow-up needs to be made by will also be noted. Follow-up will usually occur within 30 days after contact. Follow-up contact will be documented in the client tracking database within one week of contact.

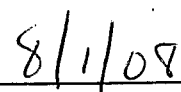
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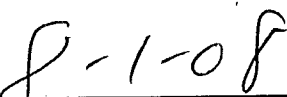
Fred Johnson, HHS Director



Brad Beckman, ADRC Manager



Date



Date

Revised: July 22, 2008